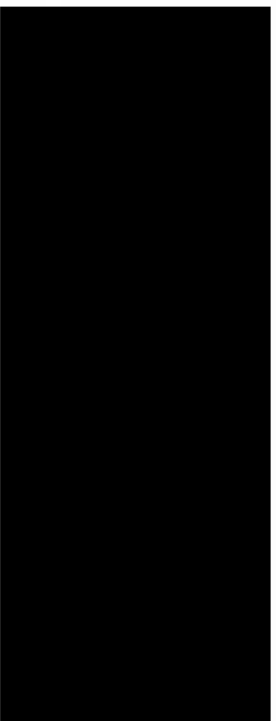




Eckerd Rapid Safety Feedback (ERSF) Informational Session

07/12/2018



ECKERD RAPID SAFETY FEEDBACK

SESSION OBJECTIVES

- ▶ During this Informational Session, you will:
 - Learn about the ERSF Model and how it works
 - Understand the purpose of the ERSF Model
 - Know what to expect when your case is identified for review
 - Know what to expect during an ERSF Staffing
 - Learn the roles of the FS team and the ERSF team
 - What's in it for you?

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Brief History

- ▶ Eckerd Youth Alternatives Inc. (Eckerd) is a Florida Community Based Care Lead Agency that manages child welfare services in three counties.
- ▶ Eckerd Rapid Safety Feedback (ERSF) was developed in 2012 in response to nine child maltreatment deaths on open in-home cases in Hillsborough County (Tampa) in less than three years



- **Identify cases** with the highest probability of an unsafe outcome before they occur
- **Change the trajectory** of these cases through focused review and targeted case staffing

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Process Steps

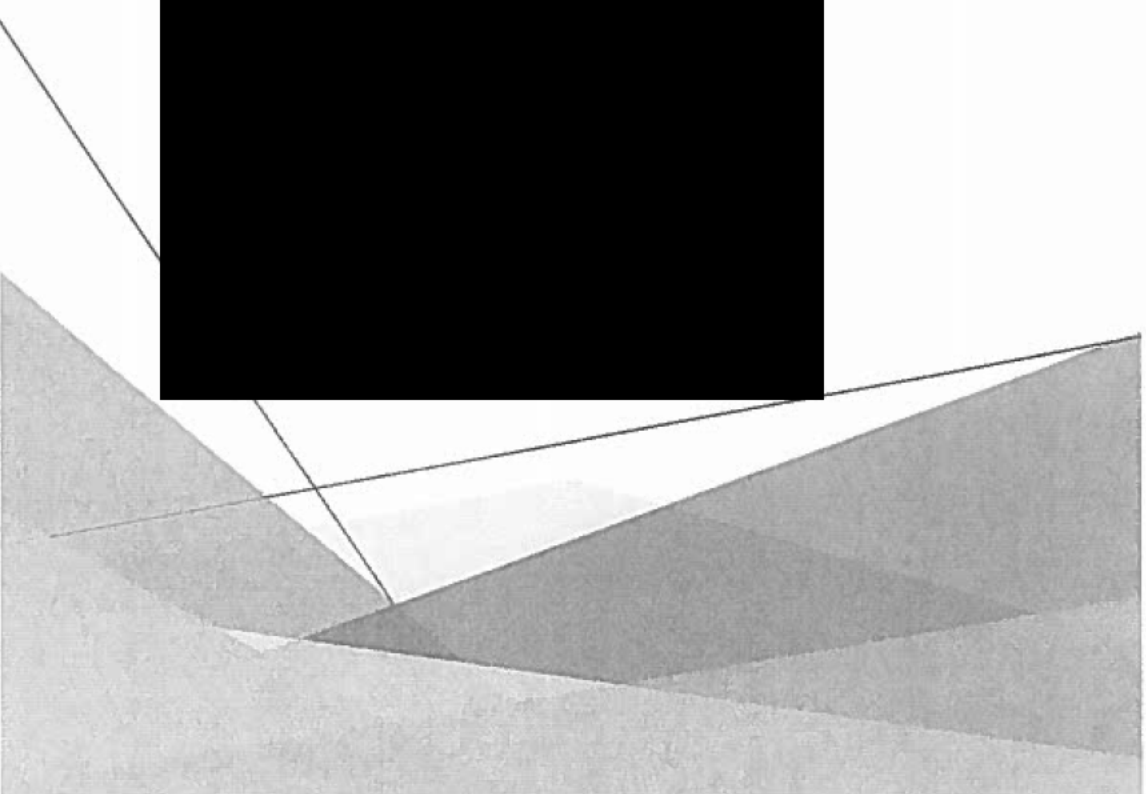
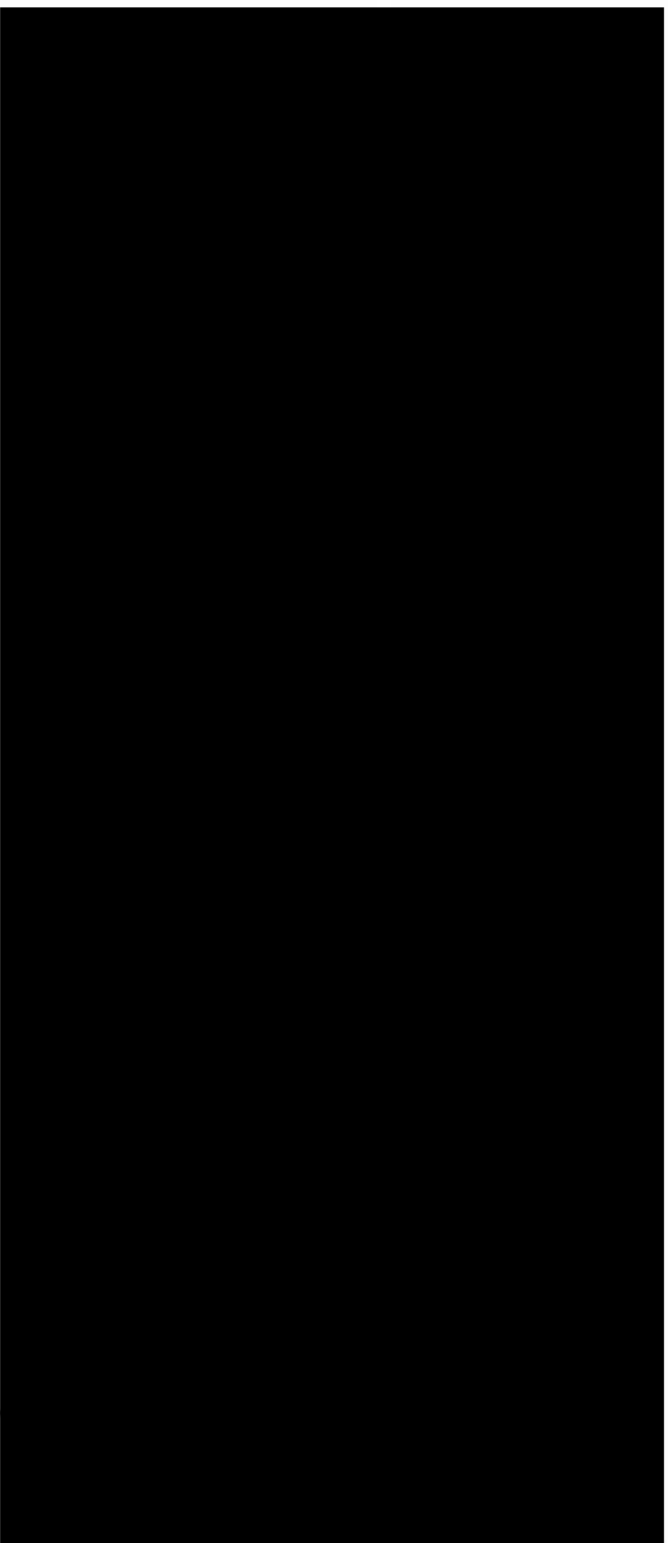
1. ERSF uses historical data to determine the probability that a child will experience a negative outcome
2. Cases are reviewed electronically by Eckerd-trained state quality staff using a brief tool that is focused on critical case practices. Cases are reviewed for current safety within the context of family history
3. A staffing is held within one business day of completion of the ERSF review on any reviewed cases that have an identified safety improvement opportunity
 - ▶ During the staffing, the worker, supervisor and review team develop an **action plan**
4. Reviewer tracks the action plan to completion

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Hillsborough County Results

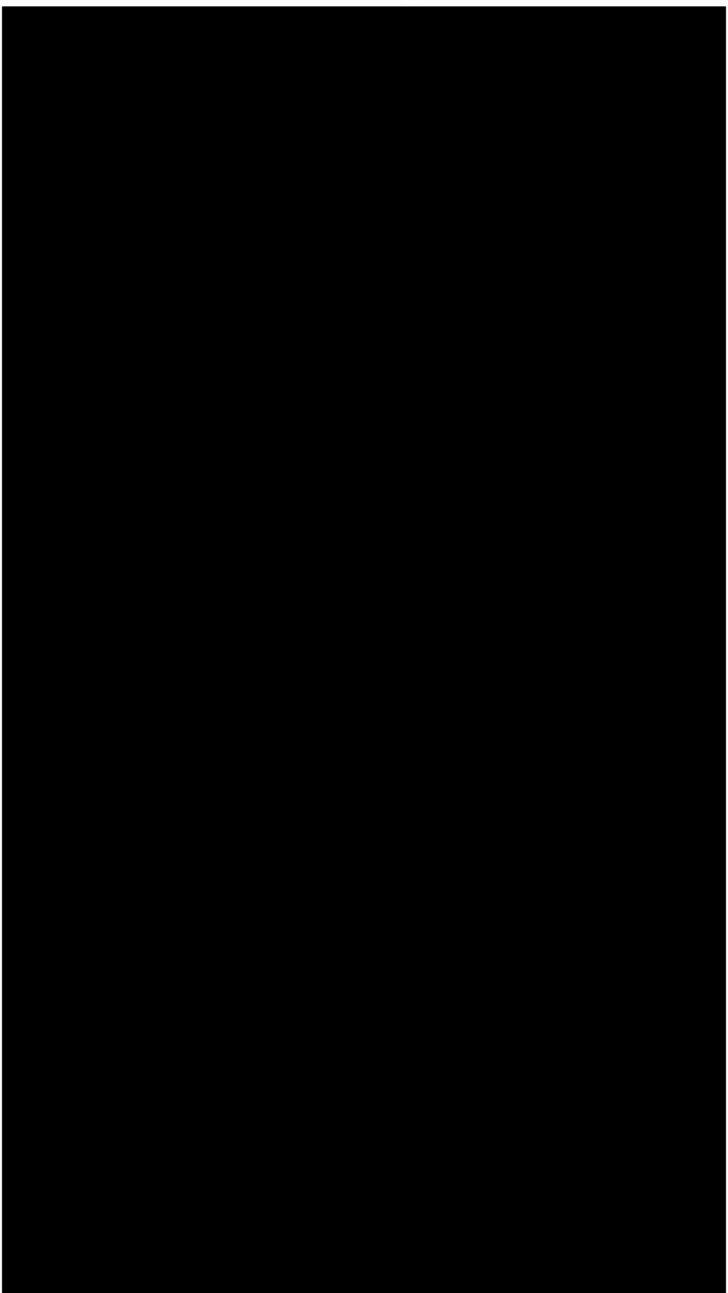
- ▶ **No deaths due to maltreatment occurring while open to in-home services since implementation of Eckerd Rapid Safety Feedback in 2013**
- ▶ **22% average improvement in nine critical case practices that improve safety in the first 2 years of implementation**

Replication Results



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Replication Sites



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Why Bring It Here?

Problem Statement/ Goal

New Hampshire is looking to reduce fatality or serious injury to children known to the Department from a prior accepted report, regardless of finding, within 18 months of that previous accepted report.

Population

Investigations/ Assessment

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We Are Partners in Change

- ▶ Everyone desires respect
- ▶ Everyone needs to be heard
- ▶ Everyone has strengths
- ▶ Judgements can wait
- ▶ Partners share power
- ▶ Partnership is a process

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Expected Outcomes

- ▶ Children and Families
 - ▶ Improved safety
- ▶ Staff
 - ▶ Shared responsibility for case work decisions
 - ▶ Real-time support and coaching
 - ▶ Improved casework and supervisory practice
- ▶ Agency
 - ▶ Help prioritizing services to highest-risk cases
 - ▶ Identification of systemic barriers to child safety

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STEPS 1 & 2

1: Cases are identified and prioritized for review

- Prioritized cases include children who are most likely to experience the negative outcome in the ERSF problem statement in the future, based on their shared characteristics with children who have experienced it in the past

2: Prioritized cases are reviewed electronically by Eckerd-trained state quality reviewers using a brief tool that is focused on critical case practices

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My Case Was Chosen for Review, What Now?

- ▶ The reviewer will send an email notifying you that your case was chosen for review and an estimated review date
- ▶ Give yourself credit for the hard work you do – more documentation in the case record makes a staffing less likely
- ▶ You will receive an email notifying you that the ERSF review was completed and whether or not an ERSF staffing is necessary. An ERSF staffing is requested only if the reviewer has safety concerns or questions as to whether safety concerns exist
- ▶ If needed, an ERSF staffing will be held with the caseworker, supervisor and the ERSF review team the same day or within one business day.

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The Electronic Review Tool Addresses

- ▶ Assessment & consideration of family history
- ▶ Assessment of and intervention on safe sleep
- ▶ Frequency of face to face contacts
- ▶ Assessment of child safety
- ▶ Assessment of family dynamics
- ▶ Safety actions that will prevent maltreatment
- ▶ Assessment of parent needs
- ▶ Supervisory review, guidance and accountability
- ▶ Communication & collaboration with partners

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STEPS 3 & 4

3. A **staffing** is held within 1 business day after completion of the ERSF review on any case where the reviewer identified a safety improvement opportunity
 - ▶ During the staffing, the worker, supervisor and review team develop an **action plan**
4. A second review of the investigation will be completed prior to closure, focusing on case activities that have occurred since the previous review

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Staffing: What to Expect

Staffing does NOT mean

- ▶ Removal must occur
- ▶ The casework was poor
- ▶ A “gotcha” situation
- ▶ You’ll be told what to do
- ▶ Your expertise won’t be valued

Staffing does mean

- ▶ Shared risk and responsibility
- ▶ A “second set of eyes” looking at the case
- ▶ Collaboration between field & review team
- ▶ Open communication & respect
- ▶ A jointly-developed action plan

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Staffing: What to Expect

Debrief Emerging
Dangers and
Safety Issues

Identify Case
Practice Strengths
and Promises

Develop Action
Tasks

Determine Time
Frames for
Completion

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After the Staffing

- ▶ The ERSF team will send you an email which includes the action plan and timeframes, as well as strengths identified in the casework and non-safety-related recommendations (if applicable).
- ▶ Action item follow up
 - ▶ Field staff communicates completion and documentation of tasks
 - ▶ Field staff communicates barriers that may be encountered as action items are implemented
- ▶ If action tasks are not completed or documented timely, or barriers are not communicated to the review team, an accountability staffing will be held

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Ongoing Review

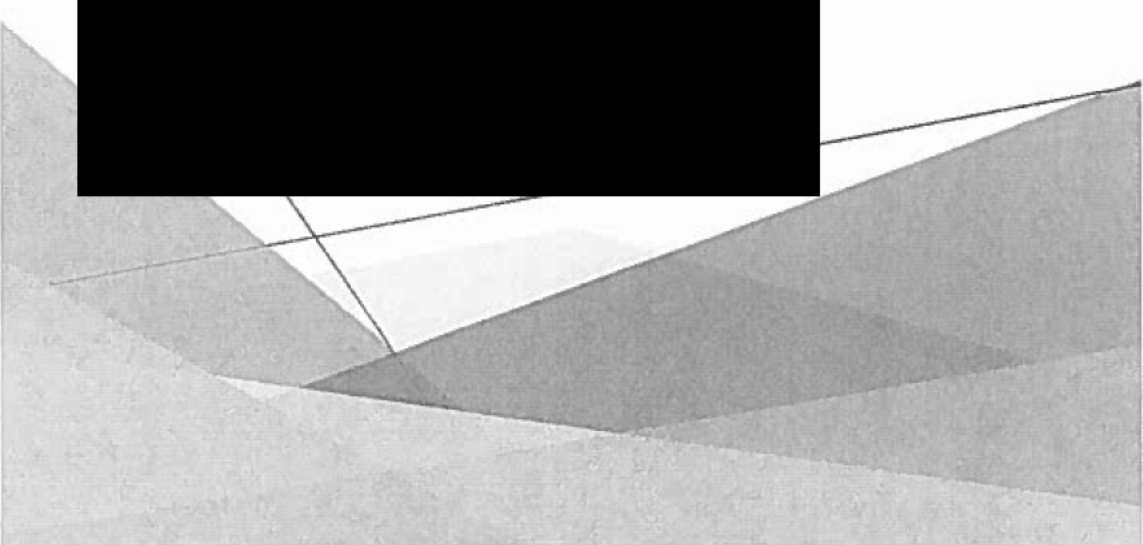
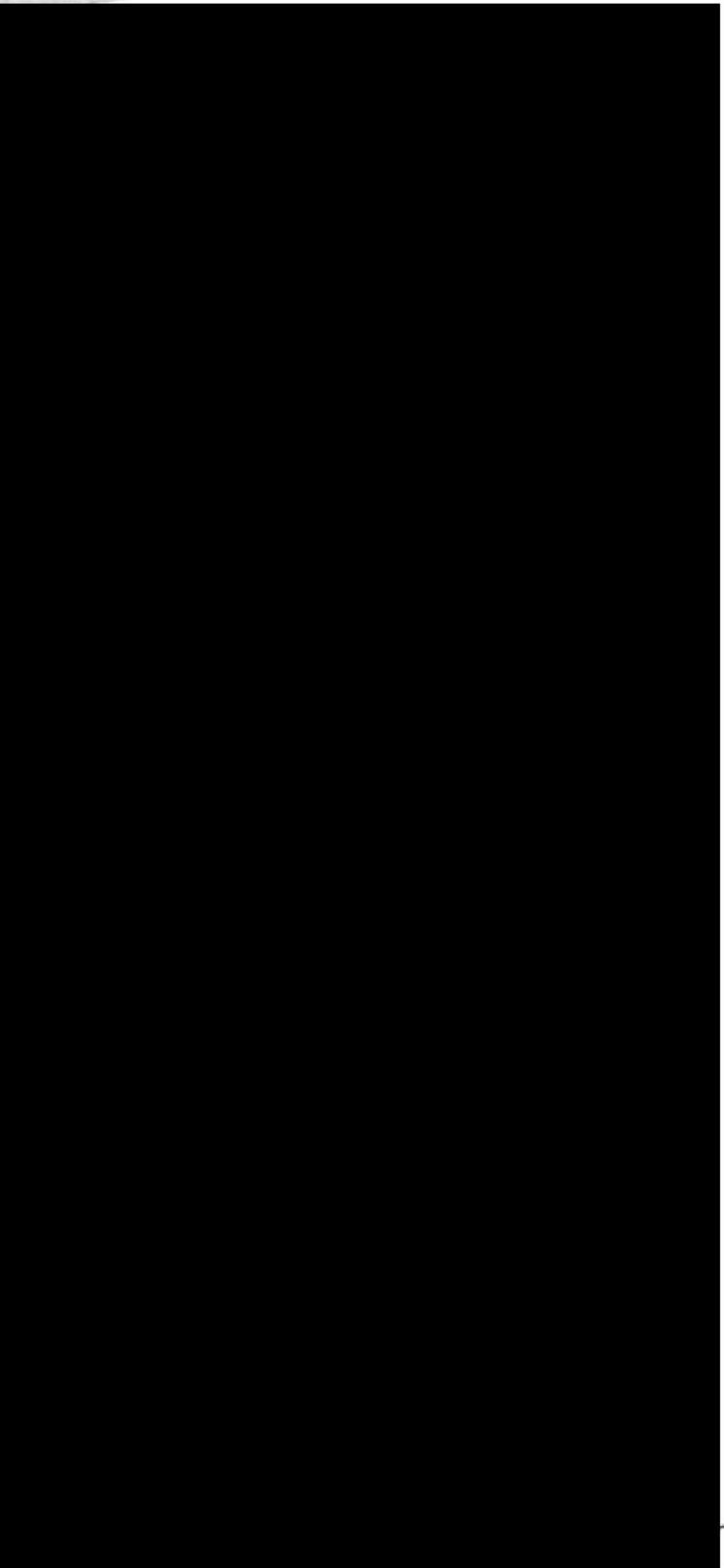
- ▶ The ERSF reviewer continues to follow the investigation as long as it remains open, and will complete a second review prior to closure
- ▶ The second review:
 - Focuses on activities which have occurred since the initial review
 - May result in a second staffing if additional questions arise or opportunities to enhance safety are identified.
- ▶ It is requested that ERSF-identified cases not be closed prior to completion of this second review
 - However, the reviewer can complete the second review sooner, so as not to delay the closure

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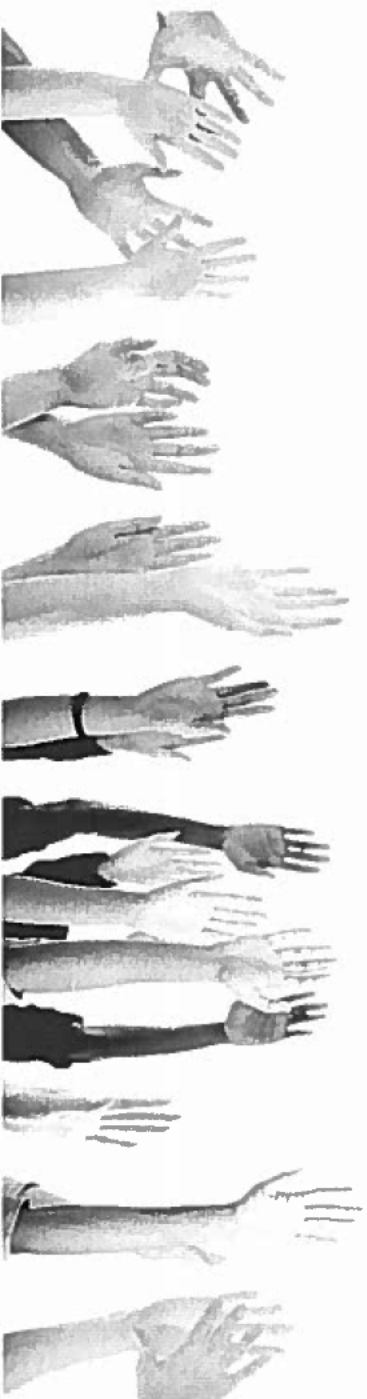
Casey Family Programs is collaborating with Eckerd to conduct an independent evaluation of this approach as it is being deployed in the early adopting jurisdictions.

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Testimonials



QUESTIONS & COMMENTS



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THANK YOU!

